



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Comcast Phone of Illinois, LLC**  
**CIMCO, a division of Comcast Business Services**  
**Comcast Digital Phone**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.25	2.99	2.96	3.07
B. Operator Answer Time - Information [730.510(a)(1)]	3.50	3.60	3.70	3.60
C. Repair Office Answer Time [730.510(b)(1)]	33.00	23.00	32.00	29.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	32.00	24.00	27.00	27.67
E. Percent of Service Installations [730.540(a)]	98.23%	95.98%	97.77%	97.30%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.33%	99.47%	98.76%	99.15%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.57	1.53	2.19	1.76
H. Percent Repeat Trouble Reports [730.545(c)]	13.83%	13.10%	14.55%	13.87%
I. Percent of Installation Trouble Reports [730.545(f)]	7.87%	7.97%	9.14%	8.31%
J. Missed Repair Appointments [730.545(h)]	176	121	199	165
K. Missed Installation Appointments [730.540(d)]	156	171	183	170

**Comments**



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